



Frederick E. Moacidieh
Executive Director
Federal Regulatory and Legal Affairs

1300 I Street, NW, Suite 400 West
Washington, DC 20005
Phone 202.515.2590
Fax 202.336.7922
frederick.moacidieh@verizon.com

September 16, 2016

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: CERTIFICATION OF PUBLIC NOTICE(s) OF COPPER RETIREMENT
NETWORK CHANGE UNDER RULE 51.332(d)
Copper Retirement ID No. 2016-03-A-DE**

Dear Ms. Dortch:

Verizon is submitting its certification of public notice of copper retirement network change as required by FCC Rule 51.332(d). We are filing the certification prior to the release of the Commission's public notice. In lieu of a docket number, therefore, we have assigned a unique identifier, 2016-03-A-DE, to this copper retirement request. This identifier has been included in the copper retirement notification, as well as in the written notice to interconnecting carriers, retail customers, the state utility commission, state governor, and the Department of Defense.

Please contact me should you need any further information.

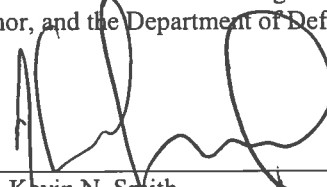
Sincerely,

A handwritten signature in black ink, appearing to be "F. Moacidieh", written in a cursive style.

**CERTIFICATION OF PUBLIC NOTICE(s) OF COPPER RETIREMENT
NETWORK CHANGE UNDER RULE 51.332(d)
Copper Retirement ID No. 2016-03-A-DE**

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. Executed on September 16, 2016.

1. Identification of Proposed Changes: Retirement of copper distribution and loop facility at locations in the Newark, DE central office;
2. On September 15, 2016, notice was given in compliance with Code of Federal Regulation (CFR) 47, Subsection §51.332(b)(1);
3. On September 15, 2016, Verizon timely served a copy of its notice filed pursuant to CFR §51.332(b)(1) upon each entity within the affected service area that directly interconnects with Verizon's network;
4. Attachment A provides the name and address of each entity referred to in paragraph 3, above, upon which Verizon served written notice;
5. On September 15, 2016, Verizon timely notified and submitted a copy of its public notice to the Delaware Public Service Commission, to Governor Jack Markell, and to the Department of Defense in compliance with CFR §51.332(b)(4). No Tribal nation will be impacted by this copper retirement;
6. On September 15, 2016, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon all retail customers to whom notice is required;
7. Attachment B contains a copy of the written notices provided to retail customers;
8. Verizon has complied with the requirements of CFR §68.110(b) of this chapter;
9. Verizon has complied with the good faith communication requirements of paragraph CFR §51.332(g) and will continue to do so until implementation of the planned copper retirement is complete; and
10. The Commission has not yet assigned the docket number and NCD number for Verizon's copper retirement notice. However, Verizon has established a unique copper retirement identification number, 2016-03-A-DE, specific to this copper retirement notice. That identifier has been included in the copper retirement notification, as well as in the written notice provided to interconnecting carriers, retail customers, the state utility commission, the state governor, and the Department of Defense.



Kevin N. Smith
Executive Director – Business Transformation
Verizon

ATTACHMENT A

Legal Name	Contact Name	Contact Address Line 1	Contact Address Line 2	Contact City	Contact State	Contact ZIP
365 Wireless, LLC	Donny McKinnies	2870 Peachtree Rd #951		Atlanta	GA	30305
A.R.C. Networks Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
A.R.C. Networks Inc.	Charles C. Hunter	800 Westchester Avenue		Rye Brook	NY	10573
AboveNet Communications Inc.	General Counsel	1805 29th St., Ste. 2050		Boulder	CO	80301
Access Point Inc.	Richard Brown	1100 Crescent Green	Suite 109	Cary	NC	27511
ACN Communication Services, Inc.	Legal Department	1000 Progress Place NE		Concord	NC	28025
American Messaging Services, LLC	Lynn Goodroe	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
Aquis Wireless Communications Inc.	Brian Bobeck	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
AT&T Corp.	Judith LaGarde	3600 Aynor Dr.		Mitchellville	MD	20721
AT&T Corp.	Mark Ashby	208 S Akard St., Rm 3135		Dallas	TX	75202
ATC Outdoor DAS, LLC	US Tower Legal	10 Presidential Way		Woburn	MA	01801
ATX Licensing, Inc.	Charles C. Hunter	800 Westchester Avenue		Rye Brook	NY	10573
ATX Licensing, Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
Bandwidth.com CLEC, LLC	Randy Campbell	900 Main Campus Dr., Ste. 500		Raleigh	NC	27606
BCN Telecom, Inc.	Legal and Regulatory Department	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
BCN Telecom, Inc.	Julian Jacquez	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	07960
Birch Communications of the Northeast, Inc.	Chris Bunce	2323 Grand Blvd., Ste. 925		Kansas City	MO	64108
Birch Communications of the Northeast, Inc.	Sharyl Fowler	140 Gateway Dr., Ste. A		Macon	GA	31210
Block Line Systems, LLC	Alan C. Kohler	213 Market St., 8th Floor		Harrisburg	PA	17101
Block Line Systems, LLC	Mike Miller	1645 West Chester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	John J. West, CPA	1645 West Chester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	Steve Augustino	3050 K Street, N.W. Washington Harbour	Suite 400	Washington	DC	20007
Block Line Systems, LLC	Kevin McGeary	1645 Westchester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	Mike Miller	1645 West Chester Pike		West Chester	PA	19382
Broadview Networks, Inc.	General Counsel	800 Westchester Avenue		Ryebrook	NY	10573
Broadview Networks, Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
Broadwing Communications, LLC	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Broadwing Communications, LLC	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
BT Communications Sales, LLC	A. Sheba Chacko	11440 Commerce Park Drive	Suite 5041	Reston	VA	20191
Budget PrePay, Inc.	Lakisha Taylor	1325 Barksdale Blvd, Suite 200		Bossier City	LA	71111
BullsEye Telecom, Inc.	Carrier Administrator	25925 Telegraph Road, Suite 210		Southfield	MI	48033
BullsEye Telecom, Inc.	David S. Bailey	25925 Telegraph Road, Suite 210		Southfield	MI	48033
Business Telecom, Inc.	Jerry Watts	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Business Telecom, Inc.	Anthony Mastando	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Capsule Communications Inc.	Edward James	115 Gateway Dr		Macon	GA	31210
Cavalier Telephone LLC	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Cavalier Telephone LLC	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Cbeyond Communications, LLC	William Weber	320 Interstate North Parkway, SE		Atlanta	GA	30339
Cellco Partnership	Amy Straton	1120 Sanctuary Pkwy, Ste. 150	MC: GASA4ICT	Alpharetta	GA	30009
Cellco Partnership	Area General Counsel	100 Southgate Pkwy		Morristown	NJ	07960
Cellco Partnership	Network Real Estate	180 Washington Valley Road		Bedminster	NJ	07921
Cincinnati Bell Any Distance Inc.	Christopher J. Wilson	221 East Fourth Street	Suite 103-1090	Cincinnati	OH	45202
Close Call America Inc.	Greg S. Van Allen	101A Log Canoe Circle		Stevensville	MD	21666
Comcast Phone of Delaware, LLC	Brian Rankin	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Comcast Phone of Delaware, LLC	Beth Choroser	One Comcast Center, 50th Fl		Philadelphia	PA	19103
CoreTel Delaware Inc.	General Counsel	209 West Street	Suite 302	Annapolis	MD	21401
Covista, Inc.	Edward James	115 Gateway Dr.		Macon	GA	31210
Crexendo Business Solutions, Inc.	Jeff Korn	1615 S. 52nd St.		Tempe	AZ	85281
CTC Communications Corp.	Sam DeSimone	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
dishNET Wireline L.L.C.	William Hunt	9601 S. Meridan Boulevard		Englewood	CO	80112
Dover Radio Page Inc.	Ron Hodges	2000 Northwood Drive		Salisbury	MD	21801
dPi Teleconnect LLC	Chuck Hartley	1330 Capital Parkway		Carrollton	TX	75006
D-Tel LLC	Keith Duncan, Ph.D.	1204 West Street		Wilmington	DE	19801
D-Tel LLC	Steve Augustino	3050 K Street, N.W.	Suite 400	Washington	DC	20007
Emergency Networks, LLC	Scott Sawyer	10300 6th Avenue North		Plymouth	MN	55441
Entelegant Solutions, Inc.	Dave Gibson	3800 Arco Corporate Dr., Suite 310		Charlotte	NC	28273
Eureka Telecom, Inc.		9 Capitol Street		Concord	NH	03301
Eureka Telecom, Inc.	Charles C. Hunter	800 Westchester Avenue		Rye Brook	NY	10573
Eureka Telecom, Inc.	Rebecca Sommi	1018 West Ninth Avenue		King of Prussia	PA	19406
France Telecom Corporate Solutions, LLC	Danielle Aguto	13775 McLearn Road, Mailstop 1100		Oak Hill	VA	20171

Legal Name	Contact Name	Contact Address Line 1	Contact Address Line 2	Contact City	Contact State	Contact ZIP
GC Pivotal, LLC d/b/a Global Capacity	Katherine Mudge	1835-B Kramer Lane, Ste. 100		Austin	TX	78758
Global Crossing Local Services Inc.	Kim Long	44633 Guilford Drive		Ashburn	VA	20147
Granite Telecommunications LLC	Geoffrey Cookman	100 Newport Avenue Ext.		Quincy	MA	02171
Granite Telecommunications LLC	Lisa Mui	100 Newport Avenue Ext.		Quincy	MA	02171
Hypercube Telecom, LLC	Manager of Contracts	3200 W Pleasant Run Rd	Ste 300	Lancaster	TX	75146
Hypercube Telecom, LLC	Senior VP of Regulatory & Government Affairs	3200 W Pleasant Run Rd	Ste 300	Lancaster	TX	75146
ICG Telecom Group Inc.	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
ICG Telecom Group Inc.	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
IDT America Corp.	Lance Wilson	550 Broad Street, Fl 5		Newark	NJ	07102
IDT America Corp.	Carl Billek, Esq.	550 Broad Street		Newark	NJ	07102
iNetworks Group, Inc.	David Smat	125 S Wacker Drive	Suite 2510	Chicago	IL	60606
Intellifiber Networks, Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Intellifiber Networks, Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Intrado Communications Inc.	Director-Regulatory Compliance	1601 Dry Creek Drive		Longmont	CO	80503
Level 3 Communications LLC	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Level 3 Communications LLC	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Local Access LLC	Jim Finneran	11442 Lake Butler Blvd.		Windermere	FL	34786
Matrix Telecom, Inc.	Alex Valencia	433 E. Las Colinas Blvd., Suite 500		Irving	TX	75039
MCC Telephony of the Mid-Atlantic, LLC	Anne Sokolin-Maimon	1 Mediacom Way	Mediacom Park	Middletown	NY	10918
MCC Telephony of the Mid-Atlantic, LLC	Legal Department	1 Mediacom Way		Mediacom Park	NY	10918
MCImetro Access Transmission Services LLC	Daniel Joseph Higgins II	One Verizon Way	02 Floor Room VC32W413	Basking Ridge	NJ	07920
MCImetro Access Transmission Services LLC	Chris T. Antoniou	1320 N. Court House Road, 9th Floor		Arlington	VA	22201
MCImetro Access Transmission Services LLC	Chris T. Antoniou	1320 North Court House Road	9th Floor	Arlington	VA	22201
Metrocall Inc.	Mark Burns	3000 Technology Dr.		Plano	TX	75074
MetroPCS Pennsylvania, LLC	Mark A. Stachiw	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Pennsylvania, LLC		510 Virginia Dr.		Fort Washington	PA	19034
Metropolitan Telecommunications of Delaware, Inc.	Andoni Economou	55 Water St., Fl 32		New York	NY	10041
Metropolitan Telecommunications of Delaware, Inc.	David Aronow	55 Water St., Fl 32		New York	NY	10041
Momentum Telecom, Inc.	Charles E. Richardson III	880 Montclair Road	Suite 400	Birmingham	AL	35213
NEON Connect, Inc.	Jason Campbell	80 Central Street		Boxborough	MA	01719
NEON Connect, Inc.	David Mayer	80 Central Street		Boxborough	MA	01719
NetCarrier Telecom Inc.	Christopher K. Peltier	4000 N. Cannon Avenue		Lansdale	PA	19446
Network Services LLC	Lynn Goodroe	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
Neutral Tandem - Delaware, LLC	Richard Monto	550 W. Adams, Ste. 900		Chicago	IL	60661
New Cingular Wireless PCS, LLC	Mobility Interconnection Agreement Counsel	208 S. Akard		Dallas	TX	75202
New Cingular Wireless PCS, LLC	Director Financial Analysis	1 AT&T Way, Rm 4A105		Bedminster	NJ	07921
New Edge Networks Inc.	Penny H. Bewick	3000 Columbia House Blvd.	Suite 106	Vancouver	WA	98661
New Edge Networks Inc.	Robert Y. McMillin	3000 Columbia House Boulevard	Suite 106	Vancouver	WA	98661
New Horizons Communications Corp.	Glen Nelson	420 Bedford Street, Suite 250		Lexington	MA	02420
One Voice Communications, Inc.	Jennifer Dize	45610 Woodland Rd, Ste 250		Sterling	VA	20166
Onvoy, LLC	Scott Sawyer	10300 6th Avenue N		Plymouth	MN	55441
PaeTec Communications Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
PaeTec Communications Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Peerless Network of Delaware, LLC	VP Regulatory	222 S Riverside Plaza, Suite 2730		Chicago	IL	60606
PhillieCo L.P.	Ellen Fuller	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
PhillieCo L.P.	Manager, Access & Transport Engineering	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Princeton Hosted Solutions, LLC	Karen Nagin	PO Box 2170		Cherry Hill	NJ	08034
QuantumShift Communications, Inc.	Karen Weller	12657 Alcosta Blvd.	Suite 418	San Ramon	CA	94583
Qwest Communications Company, LLC	Charles Lahey	4250 N Fairfax Dr		Arlington	VA	22203
Qwest Communications Company, LLC	Jeff Nodland	1801 California St, 9th Floor		Denver	CO	80202
RCN Telecom Services (Lehigh) LLC	General Counsel	650 College Road East, Ste. 3100		Princeton	NJ	08540
RCN Telecom Services (Lehigh) LLC	Joseph Kahl	650 College Road East, Ste. 3100		Princeton	NJ	08540
Sidera Networks, LLC	General Counsel	650 College Road East, Ste. 3100		Princeton	NJ	08540
Sidera Networks, LLC	Joseph Kahl	650 College Road East, Ste. 3100		Princeton	NJ	08540
Southwestern Bell Mobile Systems LLC	Director Financial Analysis	1 AT&T Way, Rm 4A105		Bedminster	NJ	07921
Southwestern Bell Mobile Systems LLC	Mobility Interconnection Agreement Counsel	208 S. Akard		Dallas	TX	75202
Spectrotel, Inc.	Ross Artale	3535 State Hwy 66, Suite 7		Neptune	NJ	07753
Sprint Communications Company L.P.	Ellen Fuller	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251

Legal Name	Contact Name	Contact_Address_Line_1	Contact_Address_Line_2	Contact_City	Contact_State	Contact_ZIP
Sprint Communications Company L.P.	Manager, Access & Transport Engineering	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Sunesys, Inc.	Jeff Rummel	1050 Connecticut Avenue, NW		Washington	DC	20036-5339
Talk America Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Talk America Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Talk America Services, LLC	Jeffery W. Small	10802 Executive Center Dr.	Benton Bldg, Ste. 300	Little Rock	AR	72211
TelCove Operations, Inc.	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
TelCove Operations, Inc.	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
Teleport Communications America, LLC	Eileen M. Oakley	One AT&T Way	Room 2A132	Bedminster	NJ	07921
Teleport Communications America, LLC	Judith LaGarde	3600 Aynor Dr.		Mitchellville	MD	20721
T-Mobile Northeast LLC	General Counsel	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile Northeast LLC	Director - Carrier Management	12920 SE 38th Street		Bellevue	WA	98006
TNCI Operating Company LLC	Brian McClintock	114 E. Haley St., Ste. I		Santa Barbara	CA	93101
TTM Operating Corporation, Inc.	Patrick Crocker	107 W. Michigan Avenue, Fourth Floor		Kalamazoo	MI	49007
United Systems Access Inc.	Pamela Hill	5 Bragdon Lane, Ste. 200		Kennebunk	ME	04043
United Systems Access Inc.	Stephen Gilbert	5 Bragdon Lane, Ste. 200		Kennebunk	ME	04043
US LEC of Pennsylvania Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
US LEC of Pennsylvania Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
USA Mobility Wireless, Inc.	Mark Burns	3000 Technology Dr.		Plano	TX	75074
Verizon Delaware, LLC	Director-Negotiations	600 Hidden Ridge	HQEWNOTICES	Irving	TX	75038
Verizon Delaware, LLC	Vice President and Deputy General Counsel	1515 N. Court House Rd	Ste 500	Arlington	VA	22201
Voxbeam Telecommunications, Inc.	Ryan Rapolti	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	Paul Cusack	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	Steve Kay	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Washington/Baltimore Cellular Limited Partnership	Mobility Interconnection Agreement Counsel	208 S. Akard		Dallas	TX	75202
Washington/Baltimore Cellular Limited Partnership	Director Financial Analysis	1 AT&T Way, Rm 4A105		Bedminster	NJ	07921
Wholesale Carrier Services, Inc.	Legal Department	12350 NW 39th Street		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	Chris S. Barton	12350 NW 39th Street		Coral Springs	FL	33065
Wide Voice, LLC	Tandy DeCosta	410 South Rampart, Suite 390		Las Vegas	NV	89145
WiTel Local Network, LLC	Director - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
WiTel Local Network, LLC	Legal - Interconnection Services	1025 Eldorado Blvd.		Broomfield	CO	80021
WiMacTel, Inc.	Gary J. Joseph	2225 East Bayshore Road, Ste. 200		Palo Alto	CA	94303
Windstream KDL, Inc.	Legal	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
Windstream KDL, Inc.	Lynn Hughes, Carrier Relations	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
Wireless Beach Access, LLC	Bruce Davis	16601 Mosswood Dr.		Hamilton	VA	20158
XO Communications Services, Inc.	Rex Knowles	8851 Sandy Pkwy		Sandy	UT	84070
XO Communications Services, Inc.	Gegi Leeger, Director	13865 Sunrise Valley Dr.		Herndon	VA	20171
XTel Communications, Inc.	Don Flynn	401 Route 73 North	Building 10, Ste 106	Marlton	NJ	08053
XTel Communications, Inc.	Brian Flynn	401 Route 73 North	Building 10, Suite 106	Marlton	NJ	08053
Ymax Communications Corp.	Peter Russo	PO Box 6785		West Palm Beach	FL	33405
Zayo Group, LLC	General Counsel	1805 29th Street	Suite 2050	Boulder	CO	80301

ATTACHMENT B



NOTICE OF COPPER RETIREMENT

September 15, 2016



Verizon is upgrading its network to fiber optic technology in the area associated with the above telephone number. Currently, your business location in that area is served on our older copper facilities. Verizon's plan is to migrate customers to its new fiber network and to retire its copper facilities in this area on or after September 15, 2017.

Over the next few months, Verizon will be contacting your business to schedule an appointment to migrate your services to fiber. If you do not agree to migrate your services to fiber, we will no longer be able to provide you service.

If you currently subscribe to dial tone voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your dial tone voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
janet.a.gazlaymartin@verizon.com
Verizon
230 W 36th St. Rm 802
NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW
Washington, DC 20554
Phone: (888) 225-5322
<https://consumercomplaints.fcc.gov/hc/en-us>

State Public Utility Commissions

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecom & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

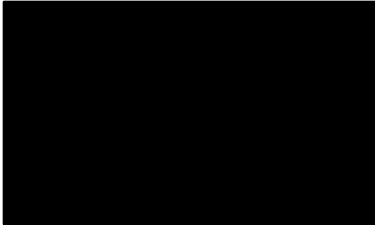
Frequently Asked Questions

- 1. Why fiber optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for dial tone voice and other services are far superior to copper.
- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Over the next couple of months, Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber upgrade?** Your existing dial tone voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your dial tone voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



NOTICE OF COPPER RETIREMENT

September 15, 2016



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is upgrading to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve you and your neighbors.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

Over the next few months, Verizon will be contacting you to schedule an appointment to have a Verizon technician come to your home and set up your services on fiber. You may also call us at 1.877.439.7442 to schedule an appointment.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, medical devices, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge. For almost all residential customers, that device uses standard D-cell batteries that can support up to 20 hours of standby voice service during a commercial power outage. In case of a prolonged power outage, you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8 a.m. - 8 p.m., or Saturday 9 a.m. - 5 p.m. at 1.877.439.7442.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
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New Jersey Board of Public Utilities 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

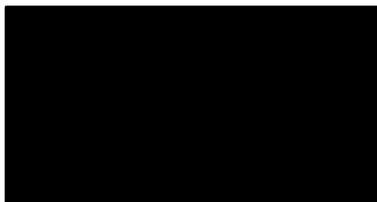
Frequently Asked Questions

- 1. Why fiber optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** Over the next couple of months, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 to schedule an appointment.
- 4. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber upgrade?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 20 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



AVISO DE RETIRADA DEL COBRE

15 de septiembre de 2016



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Nuestro plan es que las instalaciones de cobre ya estén retiradas con fecha de 15 de septiembre de 2017 o después. Para poder continuar prestandole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra óptica.

Durante los próximos meses, Verizon se comunicará con usted con el fin de hacer una cita para que un técnico de Verizon le visite y le instale los servicios de fibra. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 para hacer la cita.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 20 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar verizon.com/fiberupgrade. Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**Comisiones de servicios públicos estatales**

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecom & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

Preguntas más frecuentes

1. **¿Por qué la fibra óptica?** Las instalaciones de fibra óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
2. **No quiero fibra óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
3. **¿Cómo hago la cita?** Durante los dos próximos meses, Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 para hacer la cita.
4. **¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
5. **¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
6. **¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 20 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
7. **¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

September 15, 2016



Verizon is upgrading its network to fiber optic technology in the area associated with the above telephone number. Currently, your business location in that area is served on our older copper facilities. Verizon's plan is to migrate customers to its new fiber network and to retire its copper facilities in this area on or after September 15, 2017.

Over the next few months, Verizon will be contacting you to schedule an appointment to have a Verizon technician come to your location and set up your services on fiber. You may also call us at 1.877.505.1185 to schedule an appointment.

We will transfer your dial tone voice service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge, capable of providing a minimum of 8 hours of standby time in a power outage. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
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Federal Communications Commission

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State Public Utility Commissions

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New Jersey Board of Public Utilities 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

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MA	2016-03-A-MA
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NJ	2016-03-A-NJ
NY	2016-03-A-NY
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VA	2016-03-A-VA

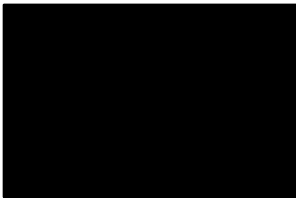
Frequently Asked Questions

- 1. Why fiber optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for dial tone voice and other services are far superior to copper.
- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** Over the next couple of months, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.505.1185 to schedule an appointment.
- 4. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for dial tone voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber upgrade?** Your existing dial tone voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your dial tone voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



NOTICE OF COPPER RETIREMENT

September 15, 2016



This is not a sales letter. Verizon currently brings wireline voice and data services to your home over traditional copper cables. We have begun upgrading to fiber-optic facilities in your area and will be retiring our copper facilities that serve you and your neighbors.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

In order to upgrade the network that serves your home, Verizon must first get permission from your property manager to access your building. If your manager grants us access, we'll upgrade the network and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your building will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your building is upgraded with our fiber facilities, we will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, medical devices, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge. For almost all residential customers, that device uses standard D-cell batteries that can support up to 20 hours of standby voice service during a commercial power outage. In case of a prolonged power outage, you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call at 1.844.VzFiber (1.844.893.4237).

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin

Director-Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

*This date supersedes all other dates that may have been communicated to you earlier this year. This letter serves as a replacement and update to any previous correspondence on this initiative.

On behalf of:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
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VA	2016-03-A-VA

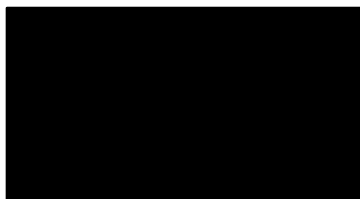
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- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. What if my property manager does not give permission to Verizon to upgrade the network to my building?** If your property manager will not allow Verizon to upgrade its network to fiber, Verizon will have to discontinue providing services to you and you will need to make arrangements with an alternate provider.
- 4. How can I schedule an appointment?** After your property manager has provided us permission to upgrade the facilities to your building and we have upgraded our network to your building, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.844.VzFiber (1.844.893.4237) if you have any questions.
- 5. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #7). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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AVISO DE RETIRADA DEL COBRE

15 de septiembre de 2016



Esta no es una carta de ventas. En la actualidad, Verizon le presta los servicios de voz y datos que llegan a su hogar a través de cables de cobre tradicionales. La compañía ha comenzado a actualizar su zona a la tecnología de fibra óptica y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Nuestro plan es que las instalaciones de cobre ya estén retiradas con fecha de 15 de septiembre de 2017 o después. Para continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra óptica.

Para poder actualizar la red que sirve a su vivienda, Verizon necesita obtener permiso del administrador de la propiedad para entrar al edificio. Si el administrador nos permite el acceso, actualizaremos la red y nos comunicaremos con usted para programar una cita con el fin de trasladar sus servicios específicos a la fibra.

Si el administrador no nos deja entrar al edificio, todos los servicios de Verizon que reciben usted y sus vecinos se suspenderán después de 6 meses de la fecha de esta carta. Esto significa que perderá todos los servicios de línea fija de Verizon, incluyendo las llamadas al 911 desde dicha línea.

No se arriesgue a perder los servicios de Verizon! Pídale al administrador que nos permita entrar al edificio para que podamos hacer llegar las instalaciones de fibra hasta su edificio.

Una vez hayamos actualizado la propiedad, transferiremos los servicios del cobre a la fibra de forma gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito al mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 20 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes en verizon.com/fiberupgrade encontrará más información sobre la actualización con fibra. Si tiene alguna pregunta, llame al teléfono 1.844.VzFiber (1.844.893.4237).

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permitame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin
Directora, Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

*Esta fecha tiene precedencia sobre todas las demás fechas que le hayamos comunicado durante este año. La presente carta reemplaza y actualiza toda correspondencia anterior sobre esta iniciativa.

En nombre de:

Verizon Delaware LLC 901 Tatnall Street Wilmington, DE 19801	Verizon New Jersey Inc. 540 Broad Street Newark, NJ 07102	Verizon Virginia LLC 22001 Loudoun County Parkway Ashburn, VA 20147
Verizon Maryland LLC 1 East Pratt Street Baltimore, MD 21202	Verizon New York Inc. 140 West Street New York, NY 10007	
Verizon New England Inc. 125 High Street Oliver Tower 7th Floor Boston, MA 02110	Verizon Pennsylvania LLC 1717 Arch Street Philadelphia, PA 19103	

Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>

Comisiones de servicios públicos estatales

Delaware Public Service Commission Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	New York State Department of Public Service 3 Empire State Plaza Albany, New York 12223-1350 (518) 474-6530
Maryland Public Service Commission William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
Massachusetts Department of Telecom & Cable 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
New Jersey Board of Public Utilities 44 S. Clinton Avenue Trenton, NJ 08625 (800) 624-0241	Virginia State Corporation Commission Public Utilities P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

Si tiene alguna pregunta acerca de este aviso, haga referencia al número(s) de ID de retirada del cobre para su(s) estado(s) cuando haga su consulta:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

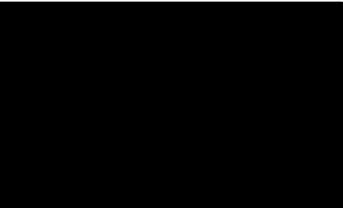
Preguntas más frecuentes

- 1. ¿Por qué la fibra óptica?** Las instalaciones de fibra óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Qué ocurre si el administrador no le da permiso a Verizon para actualizar la red de mi edificio?** Si el administrador no le da permiso a Verizon para actualizar la red de su edificio a la fibra, Verizon se verá obligado a suspender sus servicios y tendrá que contratar los de otro proveedor.
- 4. ¿Cómo hago la cita?** Una vez el administrador de la propiedad nos haya dado permiso y hayamos actualizado las instalaciones de su edificio, Verizon se pondrá en contacto con usted para hacer una cita a la hora que le sea más conveniente. También nos puede llamar al 1.844.VzFiber (1.844.893.4237) si tiene alguna pregunta.
- 5. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 6. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 7. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 20 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 8. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



NOTICE OF COPPER RETIREMENT

September 15, 2016



This is not a sales letter. Verizon currently brings wireline voice and data services to your business location associated with the above telephone number over traditional copper cables. We have begun upgrading to fiber-optic facilities in your area and will be retiring our copper facilities.

Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

In order to upgrade the network that serves your business, Verizon must first get permission from your property manager to access your building. If your manager grants us access, we'll upgrade the network and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your building will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your building is upgraded with our fiber facilities, we will transfer your dial tone voice service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge, capable of providing a minimum of 8 hours of standby time in a power outage. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please call at 1.844.VzFiber (1.844.893.4237).

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in cursive script, reading "Janet Gazlay Martin".

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

*This date supersedes all other dates that may have been communicated to you earlier this year. This letter serves as a replacement and update to any previous correspondence on this initiative.

On behalf of:

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State Public Utility Commissions

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If you have questions about this notice, please reference the applicable Copper Retirement ID Number(s) for your state(s) in your inquiry:

Service Address State	Copper Retirement ID Number
DE	2016-03-A-DE
MA	2016-03-A-MA
MD	2016-03-A-MD
NJ	2016-03-A-NJ
NY	2016-03-A-NY
PA	2016-03-A-PA
RI	2016-03-A-RI
VA	2016-03-A-VA

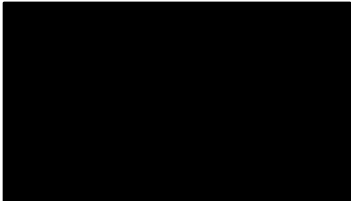
Frequently Asked Questions

- 1. Why fiber optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. What if my property manager does not give permission to Verizon to upgrade the network to my building?** If your property manager will not allow Verizon to upgrade its network to fiber, Verizon will have to discontinue providing services to you and you will need to make arrangements with an alternate provider.
- 4. How can I schedule an appointment?** After your property manager has provided us permission to upgrade the facilities to your building and we have upgraded our network to your building, Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.844.VzFiber (1.844.893.4237) if you have any questions.
- 5. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for voice service (see Question #7). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 6. Will my service or rates change as a result of the fiber upgrade?** Your existing dial tone voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 7. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your dial tone voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. The backup battery device will provide a minimum of 8 hours of backup power. Depending on the Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation of your service, the technician will provide you with details on the specific backup power device available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 8. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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September 15, 2016



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Our plan is to retire copper facilities in your area on or after September 15, 2017. To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities.

In order to upgrade the network that serves your business, Verizon must first get permission from your property manager to access your building. If your manager grants us access, we'll upgrade the network and then contact you to schedule an appointment to move your specific services to fiber.

If your property manager denies us access, however, all Verizon services to you and others in your building will be discontinued no sooner than 6 months from the date of this letter. This means a total loss of Verizon wireline services, including the ability to dial 911 from that line.

Please don't risk losing your current Verizon services! Ask your property manager to grant us access to extend our fiber facilities into your building.

Once your building is upgraded with our fiber facilities, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the dial tone voice service that you currently receive from Verizon. You may continue to subscribe to the same dial tone voice service at the same price, terms, and conditions. In addition, any devices that rely on your dial tone voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your dial tone voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

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Please review the Frequently Asked Questions for additional information about the fiber upgrade or visit us at verizon.com/fiberupgrade. If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin". The signature is fluid and cursive, with the first name "Janet" being more prominent and the last name "Martin" following in a similar style.

Janet Gazlay Martin
Director-Network Transformation
Verizon
230 W 36th St. Rm 802
NY, NY 10018

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- 5. Is the installation process complicated? What equipment is needed in order for me to upgrade to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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